



St Cuthbert's Hospice

Making every day count since 1988



Power Up!
Appeal

Impact Report

February 2024

About The Appeal



We launched our Power Up! Appeal in 2023 in response to our rising costs of energy, which were having a major impact on our running costs.

Over the last few years, conversations around energy costs and increasing utility bills has been a topic of discussion amongst Hospices nationally. In August 2022, leaders of 12 independent Hospices in the North East and North Cumbria **issued a joint call for the Government** to respond to the impact of sharply rising energy costs at the end of life, and in September 2022 St Cuthbert's Hospice featured on **ITV Local News** and again in **November 2022** on **BBC Look North** discussing our experiences. In March 2023, City of Durham **MP Mary Kelly Foy** wrote to the Chancellor asking for him to use the Spring budget to provide more targeted help for Hospices, and the story featured again in the **Northern Echo**, **BBC Sunday Politics Programme** and **BBC Radio Newcastle**.

Timeline -

July 2023

- We launch our Power Up! Appeal on the online giving platform Charity Extra. During July, any donations made by the public are 'doubled' by our generous **Power Pledgers**.
- Our **retail shops** get involved, decorating their windows to raise awareness of the Power Up! Appeal.
- We share **Norma and Fay's Story**.
- We share **Maureen's Story**.

August 2023

- Staff and Volunteers from the Hospice take part in a 12-hour static cycle ride which we called our **Power Pedal** to raise funds, kindly supported by PureGym Arnison Centre who let us loan their static bike.

September 2023

- **Channel 5 News** visit the Hospice to talk to us about how the Energy Crisis is affecting us and meet our Chief Executive and Living Well Centre Guests.
- Fundraising continues and our Power Up! Appeal is featured in our bi-annual magazine **Insight** which is sent to over 16,000 supporters. We share **Dorothy & Edna's stories** in Insight.

October / November 2023

- Support continues from our community following our Insight magazine feature.

December 2023

- We share what **Powering a St Cuthbert's Christmas** means to the staff here at the Hospice sharing stories from our In-Patient Unit, Guest Services and Living Well Centre Teams.
- We share **Dorothy's Story**.
- We feature on **BBC Politics North**.
- We feature on **ITV Tyne Tees**.

February 2024

- We announce that we have raised...

→ **£100,000!**



Impact



A message from our Chief Executive, Paul Marriott:

“St Cuthbert’s Hospice is proud to have exceeded our goal of £100,000 thanks to the Power Up! Appeal, which is a testament to the care, support, and dedication of our local community. As a Hospice, we strive to deliver the best possible care to everyone in County Durham and the heart warming stories featured in this report demonstrate just that. The success of this campaign was only possible due to the collective effort of our various supporters including communities, giving organisations, corporates, staff, volunteers, and beyond. Not only will the funds raised help to cover the deficit we face due to the rise in energy costs but will help us to continue to go above and beyond. We wholeheartedly thank everyone who contributed to this cause.”

Read more about Our Care at www.stcuthbertshospice.com

Impact



Not only did we see continued support from our dedicated supporters, but we also made many new connections throughout the Appeal too:



103 people signed up to be Champions and created pages on Charity Extra!



15 businesses signed up to be Power Pledgers who raised **£53,962!**



26 staff and volunteers took part in our Power Peddle!

"Little luxuries that we take for granted every day, like popping the kettle on for a cuppa, or enjoying a warm bath, really make a difference to those in our care. We are fortunate enough to be able to provide this level of care and we hope to be able to continue to do so for the future."



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Power Pledgers



Since launching our Power Up! Appeal at the start of July, we have been blown away by the support shown by our local community, through their fundraising efforts and the many, many kind words and comments shared with us about their experiences of Hospice care during the campaign.

Our business community have gone above and beyond to help us spread the word about the Appeal, and we would like to thank our Power Pledgers (local businesses and grant-giving organisations) for their support!

Thank You!

- Brambledown
- Cyberwhite Digital Security Consultants
- Cornerstone Business Solutions
- Durham Group Estates
- Handelsbanken
- Helios Property Group
- Host & Stay
- Kans and Kandy
- Kingston Property Services
- Kymel
- MGL Group
- Morton's Law
- Northumbria Financial Management
- Portakabin
- Parnaby Cyclones
- Swinburne Maddison
- Urban Base
- The Barbour Foundation
- The Rothley Trust
- The Albert Hunt Trust
- Durham Freemasons



During 2023, our Appeal also garnered support from the local Press, Durham MP Mary Kelly Foy, leader of Durham Council Amanda Hopgood, Mayor of Durham Lesley Mavin and Hospice UK.



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Power Up! Stories



"Today has been fantastic"

"I sat down in this chair and thought this is so comfy, even more comfy than my bed! Then it got even better, as the heat came on and the seat began to warm up. I thought – I'll stay here for the night.

Lovely Rachel kept me company giving me a relaxing foot massage. I am always so cold and to be warm for once was just lovely – just what I needed.

The staff are so gentle and considerate too.

When I visit the Hospice, I feel safe and listened to. I can't explain it, you get to know everyone.

If there is ever a free slot for a warm comfy foot massage, I'll be there."

Dorothy - Living Well Centre Guest



"I've been made to feel so welcome here"

"I came to the Living Well Centre for a 6-week Strength and Balance Course, and I've now moved on to Reiki. I've been for some sessions with the team.

Rachel (one of our Living Well Centre Health Care Assistants) has 'magic hands'! After a session, I feel calm, peaceful and rested. It's a nice experience. The staff are wonderful here.

I look forward to coming to the Living Well Centre.

I've spent time with Sam (Family Support Team Worker), Jenny (Physiotherapist), Joanne (Staff Nurse) and Rachel (Healthcare Assistant) when I've been here, as well as having some good chats with volunteers who help in the Living Well Centre too.

I'd say to anyone who is thinking about coming along to the Hospice to not be afraid to come, I would encourage people to come. Everyone is so lovely and you are made to feel welcome here."

Rachel one of our Health Care Assistants tells us:

"Our Living Well Centre offers complementary therapies such as Reiki to our guests. When they attend the Hospice for a Reiki treatment, they are greeted by one of our team and shown to one of our treatment rooms. The lights will be dimmed, and we have a lovely warm heated blanket on our therapy bed waiting for them, to make you feel cosy and warm. We'll play some relaxing music and we also have an amazing star projector which shines little twinkly lights like stars onto the ceiling in the room."

Maureen - Living Well Centre Guest



Power Up! Stories



“Going to the Living Well Centre was a big part of lifting my Mam’s spirits”

Fay Quinn, daughter of Norma Quinn kindly shared her story about her Mam’s experience here at the Hospice. “My Mam was a glamorous woman; she always had her makeup done and hair styled – that was always so important to her even in the hardest of times.” Norma was diagnosed with Ovarian Cancer in October 2014 and came to join us at the Hospice in June 2021. Like so many others, Norma and Fay had their reservations about ‘Hospice care’ and what it is like to visit a ‘Hospice’. But being a Living Well Centre guest positively showed Norma and Fay just what Hospice care is, helping to overcome their reservations. With a love for cross stitching, Norma thoroughly enjoyed the creative art sessions. She even formed a lovely friendship based on chatter and laughter. “Going to the Living Well Centre was a big part of lifting my Mam’s spirits. Life could be so mundane for her, and the sessions really helped.” Norma’s condition deteriorated quite suddenly, and she was admitted to the In-Patient Unit at the Hospice. The room that Norma was in, in the In-Patient Unit, had the perfect view of our beautiful gardens. It was just so special to her that she was able to see the sanctuary of nature we have here at the Hospice as a passion of hers was her own garden at home. From birds flitting to squirrels passing by, and shockingly one day a ... ‘peacock’ ... which upon further investigation turned out to be a pheasant! A joyous memory that Fay still laughs about to this day. “We always tried to have a laugh, to keep smiling even when it was tough.”

Due to Norma’s condition, she was sadly unable to have a bath. **“It was just too difficult, even with help to assist her safely.” For the first time in a long time, Norma had a warm relaxing bubble bath during her time at the Hospice with gorgeous scents that filled the air around her. “She hadn’t had a bath in over 7 years. It was so lovely, she really loved it.”**

Norma had always said that she did not wish to pass away in Hospice care, she wanted to be at home. As the time felt closer, Fay spoke to her Mum and let her know that she would take her home and look after her. Since spending time and receiving care at the Hospice, Norma changed her mind and chose to stay. Norma said, “I feel safe here”. Fay found this to be so important and heart warming. She didn’t feel guilty but comforted knowing her Mum was well taken care of. “The nurses were so kind, offering a sandwich or a cuppa, and that wasn’t just to my Mam that was extended to us as her family. It really made a difference.” Like Mother like Daughter, Fay too has a knack for creativity and has been whittling for many years now. Fay channelled her love, grief, and appreciation into a beautiful stone carving, as a donation to the Hospice as a token of thanks. If you look closely enough you will spot Fay’s tribute to her Mam, her favourite flowers, Lillies. Thank you Fay for sharing your kind words and for creating such a beautiful piece in memory of your Mam and her time spent here at the Hospice.

Fay – Family Member





Thank you!

St Cuthbert's Hospice, Durham is registered by the Charity Commission as a Charitable Incorporated Organisation. Charity Number: 519767 VAT Number: 997305770. Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF